

REMARKS

This is a full and timely response to the outstanding non-final Office Action mailed June 27, 2007. Reconsideration and allowance of the application and pending claims are respectfully requested.

I. Claim Rejections - 35 U.S.C. § 102(e)

Claims 1-31 have been rejected under 35 U.S.C. § 102(e) as being anticipated by *Deshpande, et al.* ("Deshpande," U.S. Pat. No. 7,149,936).

As indicated above, each independent claim has been amended through this Response. In view of those amendments, Applicant respectfully submits that the rejections are moot as having been drawn against Applicant's claims in another form. Applicant therefore respectfully requests that the rejections be withdrawn.

Turning to the merits of the claims, Applicant notes that *Deshpande* at least does not teach collecting on an imaging device data relevant to diagnosing or fixing an encountered problem, collecting user input regarding the encountered problem, and then "creating a customized problem report file that contains the collected data and the collected user input". Instead, *Deshpande* discloses a peripheral device that includes a "communication entity 124a" that enables a user at the peripheral device to call a remote service technician that can help the user with a problem. *Deshpande*, column 5, line 25 to column 6, line 10; column 9, lines 32-60. Although the user and the technician exchange various information through the call, no "customized problem report file" is created.

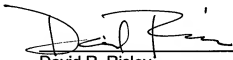
II. Canceled Claims

Claims 2, 11-12, and 31 have been canceled from the application without prejudice, waiver, or disclaimer. Applicant reserves the right to present these canceled claims, or variants thereof, in continuing applications to be filed subsequently.

CONCLUSION

Applicant respectfully submits that Applicant's pending claims are in condition for allowance. Favorable reconsideration and allowance of the present application and all pending claims are hereby courteously requested. If, in the opinion of the Examiner, a telephonic conference would expedite the examination of this matter, the Examiner is invited to call the undersigned attorney at (770) 933-9500.

Respectfully submitted,



David R. Risley
Registration No. 39,345